

Health Insurance Dependent Eligibility Audit
Weekly Update
10.8.13

<u>Baseline</u>	Report 9.13.13	Report 9.19.13	Report 9.26.13	Report 10.3.13	Report 10.8.13*
Total Employees	14,352	14,352	14,352	14,352	14,352
Total Dependents	28,275	28,275	28,275	28,275	28,275
<u>Customer Service</u>					
Calls received	857	1,194	1,564	2,233	2,834
Website visits	766	1,277	1,804	2,536	3,755
Emails received	33	53	84	118	166
<u>Responses</u>					
Documents received	1,396	3,711	5,922	7,909	9,298
not yet verified					
Mail	521	2,334	3,905	4,892	5,070
Fax	348	585	875	1,389	1,971
Web upload	526	792	1,142	1,628	2,257
Responses Verified	152	2,702	4,842	5,412	5,691
of those verified					
Complete	52	1,873	3,601	4,120	4,369
Partial	93	827	1,238	1,288	1,318
Response Rate	1.06%	18.83%	33.74%	37.71%	39.65%

*As of 10.8.13, HMS had 1,500 pieces of mail in queue to be reviewed and they are expecting another 2,000 pieces of mail to come in today